



MHS Help Desk Overview for TRICARE Data Quality Course

August 12, 2008

Purpose

- Information briefing:
 - Provide overview of MHS Help Desk contract scope and current operation including:
 - MHS Tier support structure
 - MHS trouble ticket process
 - Performance metrics/call volume
 - “Partnering” in data quality efforts

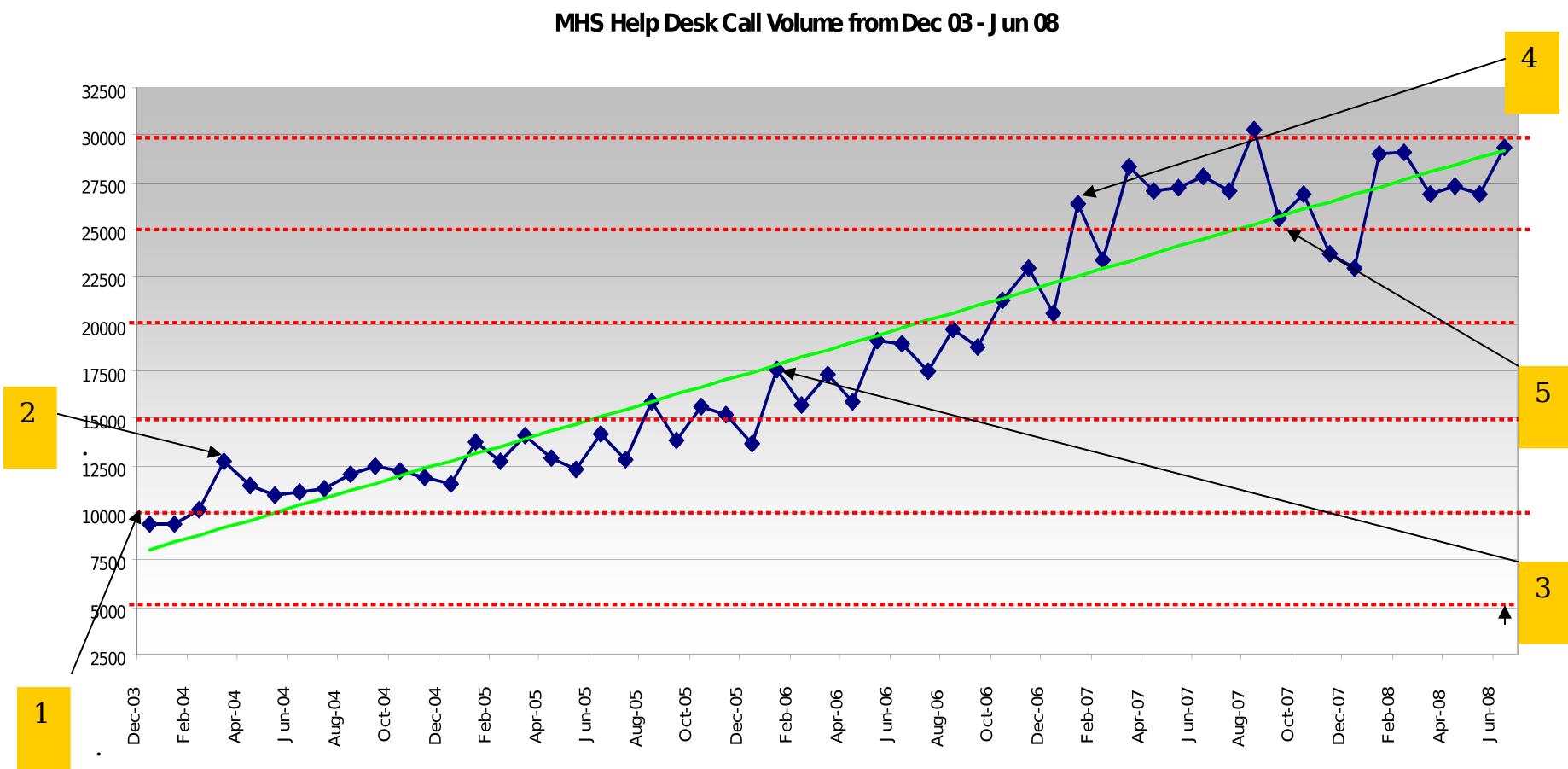
Contract Scope

- MHS Help Desk provides Tier I and II (*functional*) support (24 x 7 x 365) for 22 MHS systems/applications
 - CHCS, AHLTA, NMIS, CCQAS, EAS IV, TOL, CCE, TPOCS, DMLSS, DOEHRS-HC/IH/DR, SNPMIS, TMIP, M2, MCFAS, DMHRSi, MHS Learn, etc.
 - + 80 COTS products, devices, interfaces, Service legacies (GEMS, TEWLS)
 - Future: Essentris (CIS), ICDB, CUD, PMITS
- If call does not involve supported application, user helped to “best of our ability”
 - Broken EUD - trouble ticket passed to maintenance vendor/organization
 - B2B Gateway password reset - trouble ticket passed to DISA
 - TRICARE eligibility question - TOL caller referred to DMDC
 - Pharmacy Data Transaction Service (PDTs) - call passed to PDTs HD

Current Operation

- MHS users contact MHS Help Desk with all issues not resolved locally (i.e., at Tier 0 – MTF/site)
 - Issues normally linked to specific application
 - After triage, MHS HD resolves issue or escalates ticket
 - MHS Help Desk resolves 85% of all issues
 - Unresolved issues (15%) include both functional & technical problems
 - Functional issues are escalated to Tier III (software developer)
 - Technical issues emerge as subset of application problems; are forwarded to MHS Network Operations Center (NOC)/DISA
 - » Note: hardware issues often emerge from technical tickets
 - Current business volume (CY08 averages):
 - 28,084 calls/month (6% increase versus CY07)
 - 23,027 trouble tickets/month (8% increase over CY07)

Call Volume

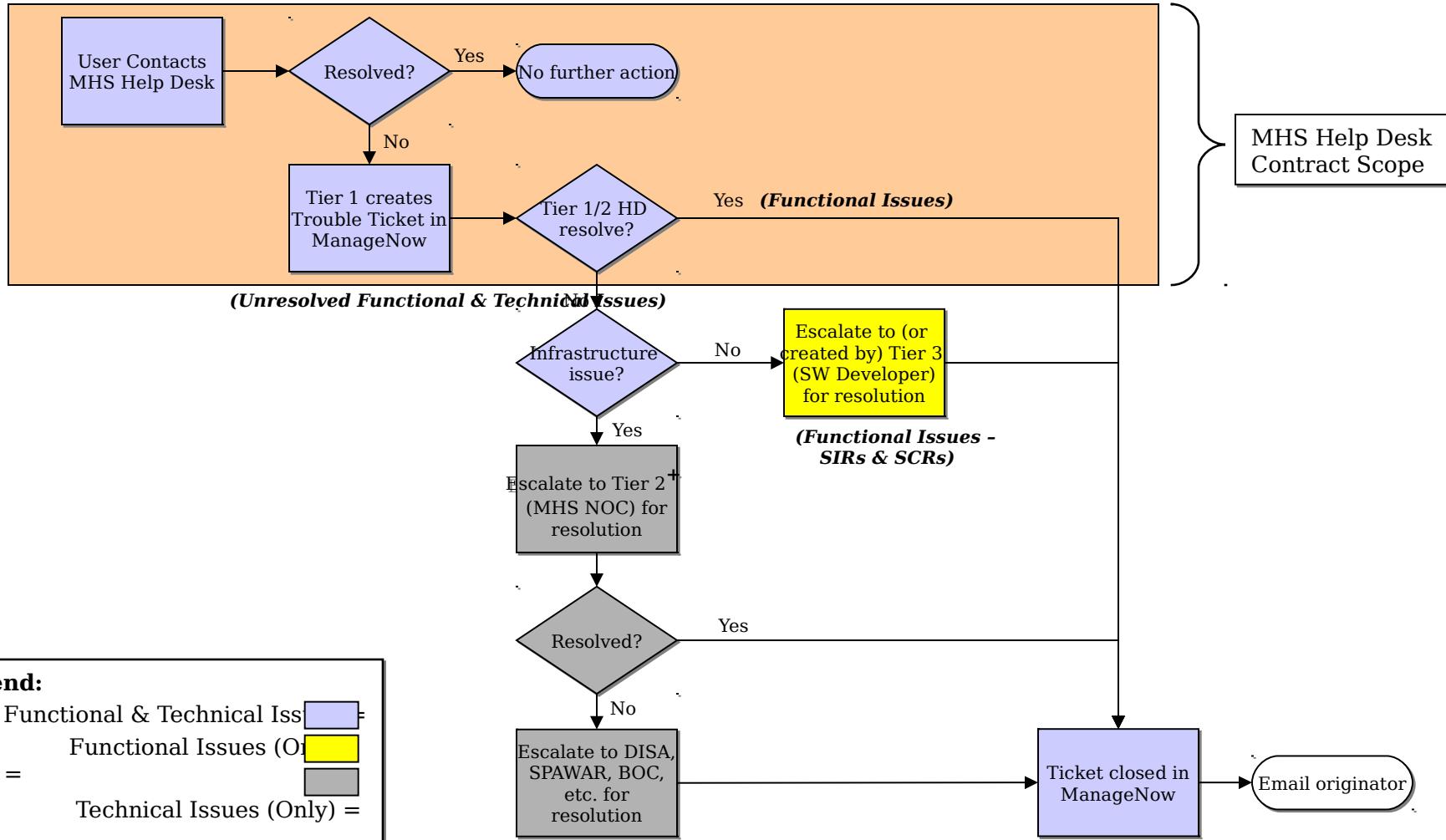


1. Oct 01-Nov 03 – Call volume remained in 5-10K call band.
2. Mar 04 – TOL start-up added 4000 calls per month.
3. Jan 06 – AHLTA Deployment, post-holiday influx and 2000 additional TOL calls.
4. Jan 07 – MHS mandatory HIPAA training commenced via MHS Learn.
5. Sep 07 – Less workdays in Sep than Aug and MHS Learn revised password reset protocol

MHS Tier Support Structure

- Tier 0 – Site support
 - Systems/database administrator, local information management departments, or local help desk
- Tier I – MHS Help Desk
 - Log problem and create trouble ticket
 - Initial triage/document symptoms
- Tier II – MHS Help Desk
 - Resolve basic/functional issues (subject matter experts)
- Tier II+ – MHS Network Operations Center (NOC)
 - Address connectivity/infrastructure issues
- Tier III – Software developer or Defense Information Systems Agency (DISA)
 - Address most complex issues

MHS Help Desk Process



Trouble Ticket Closure

- MHS Help Desk (Tiers I & II)
 - Customer Service Representative (CSR) calls user to confirm issue resolution
 - Trouble ticket closed in ManageNow
 - Triggers E-Mail notification to originator with problem resolution
 - up to 250 characters
 - Customer Satisfaction Survey E-Mailed to ticket originator
- Tier II+ (MHS NOC) and Tier III (software developer/ DISA)
 - Trouble ticket closed in ManageNow
 - Triggers E-Mail notification to originator with problem resolution

Incentivized Performance Metrics

(Jul 07 - Jun 08)

Criteria	Acceptable Range	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Customer Satisfaction Survey Return Rate	15 -18%	24%	22%	22%	24%	22%	22%	23%	22%	20%	21%	19%	19%
Customer Satisfaction	85 - 90%	97%	97%	97%	97%	97%	97%	97%	98%	98%	98%	98%	98%
Call Abandoned Rate	3 - 5%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
Average Speed to Answer	20 - 30 seconds	20 sec	22 sec	22 sec	20 sec	22 sec	15 sec	25 sec	26 sec	29 sec	19 sec	11 sec	12 sec
Problem Resolution Rate for High Priority problems/requests	90% within 90 mins	91%	97%	95%	96%	95%	97%	97%	94%	98%	99%	100%	96%
Positive incentive rate 90% within 60 mins		84%	92%	91%	92%	93%	94%	91%	89%	96%	98%	100%	95%
Problem Resolution Rate for Moderate Priority problems/requests	90% within 6 hours	88%	85%	91%	95%	96%	94%	93%	95%	95%	96%	97%	98%
Positive incentive rate 75% within 4 hours		86%	80%	79%	92%	94%	87%	87%	87%	92%	92%	94%	96%
Problem Resolution Rate for Low Priority problems/requests	90% within 3 bus days	95%	96%	93%	94%	96%	96%	97%	97%	97%	97%	98%	98%
Positive incentive rate 50% within 2 bus days		92%	94%	91%	93%	94%	95%	96%	95%	96%	96%	97%	97%
First Contact Resolution	64 - 80%	82%	84%	81%	82%	85%	79%	82%	84%	84%	82%	84%	82%
Call Volume		27.0 K	30.4 K	25.6 K	26.8 K	23.7 K	22.9 K	28.9 K	29.1 K	26.8 K	27.3 K	26.9 K	29.3 K

Green = Positive

Yellow = Acceptable
No payment

Red = Negative

White =

“Top 5” MHS Systems (Apr 08 - Jun 08)

Trouble Ticket Totals by System								
Total Calls	Total Tickets Created	Month	TOL	DMHRSi	AHLTA	MHS LEARN	CHCS	
27319	22305	Apr-08	5596	4210	4201	2439	2169	18615
26887	21802	May-08	5304	4595	4015	2010	2357	18281
29343	23668	Jun-08	5560	5798	4605	2242	1887	20092
		Totals	16460	14603	12821	6691	6413	
		Month	TOL	DMHRSi	AHLTA	MHS LEARN	CHCS	
		Apr-08	25%	19%	19%	11%	10%	83%
		May-08	24%	21%	18%	9%	11%	84%
Jun counts	In comparison	Jun-08	23% less than previous 3 months	DMHRSi 14% less	AHLTA and CHCS increased from 85%			

12,497 (17%) and 12,719 (1%) and 6,377 (1%) respectively, while TOL and MHS LEARN decreased from 16,751 (2%), 7,153 (6%) respectively.

“Partnering”

- MHS Help Desk supports the applications that code encounters, create third party bills and document MTF workload
 - TPOCS, CCE, ADM, CHCS, EAS IV, AHLTA, etc.
- We support TMA data quality improvement efforts
 - MHS Help Desk will assist in every way possible

Backup Information

Contact Information

- MHS Help Desk:
 - Telephone toll free (1-800-600-9332)(CONUS) or by using country access code (OCONUS)
 - Fax: (210) 767-0449
 - E-Mail: Help@mhs-helpdesk.com
 - Via website (<http://www.mhs-helpdesk.com>)

Acronym Definitions

- ADM - Ambulatory Data Module
- B2B - Business to Business
- CCE - Coding and Compliance Editor
- CCQAS - Centralized Credentials and Quality Assurance System
- CHCS - Composite Health Care System
- CIS - Clinical Information System
- CONUS - Continental United States
- CSR - Customer Service Representative
- CUD - Common User Database
- CY - Calendar Year
- DISA - Defense Information Systems Agency
- DMDC - Defense Manpower Data Center
- DMHRSi - Defense Medical Human Resources System *internet*
- DMLSS - Defense Medical Logistics Standard System
- DOEHRS-HC - Defense Occupational and Environmental Health Readiness System - Hearing Conservation
- DOEHRS-IH/DR - DOEHRS - Industrial Hygiene/Data Repository
- EAS IV - Expense Assignment System IV
- EUD - End User Device
- GEMS - Global Expeditionary Medical System
- HD - Help Desk
- ICDB - Integrated Clinical Database
- M2 - MHS Management Analysis and Reporting Tool
- MCFAS - Managed Care Forecasting and Analysis System
- MHS - Military Health System
- MHS NOC - MHS Network Operations Center
- MTF - Military Treatment Facility
- NMIS - Nutritional Management Information System
- OCONUS - Outside Continental United States
- PDTS - Pharmacy Data Transaction Service
- PMITS - Patient Movement Items Tracking System
- SCR - Software Change Request
- SIR - System Incident Report
- SNPMIS - Special Needs Program Management Information System
- SPAWAR - Space and Naval Warfare Systems Command
- SW - Software
- TEWLS - Theater Enterprise-Wide Logistics System
- TMA - TRICARE Management Activity
- TMIP - Theater Medical Information Program
- TOL - TRICARE Online
- TPOCS - Third Party Outpatient Collection System
- TRICARE - Tri-Service Health Care